



## **USBG Docent/Roving Docent**

**Division Assignment:** Public Programs

**Reports to:**

- Maura Nelson, Volunteer Coordinator

**Purpose:** To support the USBG mission of demonstrating the aesthetic, cultural, economic, ecological and therapeutic importance of plants to the well-being of humankind by facilitating guided tours of the Conservatory and National Garden as well as informal encounters throughout the Garden.

**Primary Responsibilities:**

- Create a welcoming atmosphere for visitor interactions and questions.
- Effectively and accurately communicate information about the USBG's mission, history and living plant collections.
- Successfully facilitate highlight tours of the Garden (45 minutes to 1 hour in length).

**Qualifications:**

- Interest in serving the general public and comfort with interacting with a variety of audiences
- Ability to be courteous, respectful and patient with visitors
- Good oral communication skills
- Cooperative nature, including the ability to accept instruction and correction
- Ability to adapt quickly to changing circumstances
- Professional manner and appearance

**Training Provided:**

***\*\*2017 docent training will be held on Monday mornings from 9 a.m. - 12:30 p.m. beginning February 6<sup>th</sup> and will run for seven weeks.\*\****

- Successful completion of required docent training (includes attendance, advanced reading, take-home & in-class assignments/activities, practice tours and shadowing)
- Access to interpretive and other training materials
- Access to USBG public programs and horticulture staffs for additional support
- Shadowing fellow docents

**Time Commitment:**

- Commitment to facilitating *at least* 2 walk-up or "spotlight" tours per month
- Flexible scheduling based on volunteer's availability
- Weekday and weekend shifts available
- Willingness to take on reserved tour requests (typically 3-4 weeks of notice is given to volunteer prior to confirming tour)

**Benefits:**

- Invaluable museum and customer service experience
- Opportunities to participate in continuing education at the Garden
- Participation in horticulture in-service training programs offered to volunteers in Washington D.C. area
- Participation in USBG public programs for free or at reduced rates on a space-available basis
- Participation in USBG-sponsored volunteer appreciation events